

TOWN OF BERRYVILLE  
WATER AND SEWER BILLING ADJUSTMENT POLICY

The following policy, as adopted by the Berryville Town Council in meeting of March 8, 1994, shall apply to adjustment of unusually high water and sewer billings resulting from water leaks or other circumstances causing abnormally high water usage.

1. All requests for adjustment must be made in writing to the town manager within ten (10) days after the billing date.
2. The town is responsible for maintenance of water lines only up to and including the water meter.
3. In the case of a leak occurring in the service line between the water meter and the building the meter serves, the town manager may approve adjustment of the sewer usage charge if, in addition to the following conditions, it has been demonstrated the leaking water has not entered the sewer system. The town manager may approve adjustment of the water usage charge in such cases subject to the following conditions having been satisfied.
  - a) The request for adjustment is made in writing within ten (10) days after the billing date;
  - b) A licensed plumber has certified in writing that said leak was repaired immediately upon detection of abnormal water usage;
  - c) Such adjustment of water usage shall not exceed one-half the difference between average water usage for the preceding twelve (12) month period and the abnormally high water usage resulting from the leak;
  - d) In no case shall there be more than one (1) such adjustment in any twelve-month period.
4. In no case shall the town manager approve an adjustment to water or sewer usage charges for abnormal water usage attributable to faulty toilets, leaking faucets, or other interior plumbing facilities (pipes, water heaters, furnaces, etc.) within the building the water meter serves.
5. In the case of abnormal water usage resulting from exterior hose connections, the town manager may adjust the sewer usage charge only, subject to the following conditions:
  - a) A written request for such adjustment is made within ten (10) days of the billing date;
  - b) Such written request states the nature of the problem with the outside hose connection and certifies that such problem has been corrected;
  - c) In no case shall there be more than one (1) such adjustment within a twelve-month period.
6. In no case shall the town manager approve an adjustment for abnormal water usage which has not, or cannot be explained.
7. The implicit burden of proof for adjustment of water and/or sewer usage charges resulting from abnormal water usage pursuant to these policies rests with the consumer, not the Town of Berryville. Failure to act in accordance with these policies or to meet the conditions as stated herein will result in a refusal by the town manager of an adjustment. However, any decision made by the town manager may be appealed to the Town Council.